

## Why change systems?

Organizations change through their life cycle. This may be as a result of new markets, new products, competitive pressures or growth. Whatever the reason, organizations will change and require new systems and technologies to facilitate and manage these changes. In limited circumstances where the organization has not changed, but their system vendor has, by maybe no longer supporting the system or exiting the market or industry we operate in, system changes can be forced onto the organization.

Whatever the reason for changing systems, it should be seen as an opportunity for positive change and potential improvement for the organization. New systems are a key enabler of change and the opportunity should not be wasted.

## How do we ensure we maximize this opportunity?

By conducting a robust system selection process, the organization can work through how potential opportunities for improvement can be maximized, allow stakeholder input and get stakeholder buy-in to the system change.

Key opportunities for organizational improvement generally include:

- Improved customer service
- More efficient interaction and management of suppliers
- More efficient and less manual management reporting
- Use of electronic workflow to manage processes
- Improved internal controls, policies and procedures
- Less use of spreadsheets and other manual processes
- Improved data visibility and access

## How do we find the right system?

As part of the system selection process, finding a system vendor with similar values and goals is just as important as properly defining the organizational requirements. Once these organizational requirements are defined, vendors are identified who can meet these needs at a high level and a request for proposal will be prepared.

Each response from the system vendors identified is evaluated based on the organizational needs identified as well as the vendor capability, to ensure the right vendor is selected to partner with.

## How do we conduct the system selection process?

We have partnered with Professional Services Online, who provides a service specifically aimed at organizations going through the system selection process. More information can be obtained at the Professional Services Online service website: [www.systemselectiononline.com](http://www.systemselectiononline.com), where they explain how they work with companies to get the right outcomes from system selection projects.

## Does this mean we will be overrun with consultants?

No, the system selection online service is an online service, giving insights, knowledge, learning and experience through a delivery process tailored to work with clients over the web.

The system selection online methodology is an eight-phase methodology with clearly defined milestones and activities to assist organizations going through this process. As their model is online, this will also result in significant savings with respect to the system selection project.